#### A Mandate to Communicate



According to the National Aeronautics and Space Act (Pub. L. No. 111-314, 124 Stat. 3328 [Dec. 18, 2010]):

- Sec. 20112 (a) The Administration, in order to carry out the purpose of this Act, shall—
  - (3) provide for the widest practicable and appropriate dissemination of information concerning its activities and the results thereof



# Big Picture – Shifting our stakeholders' images of NASA from ...







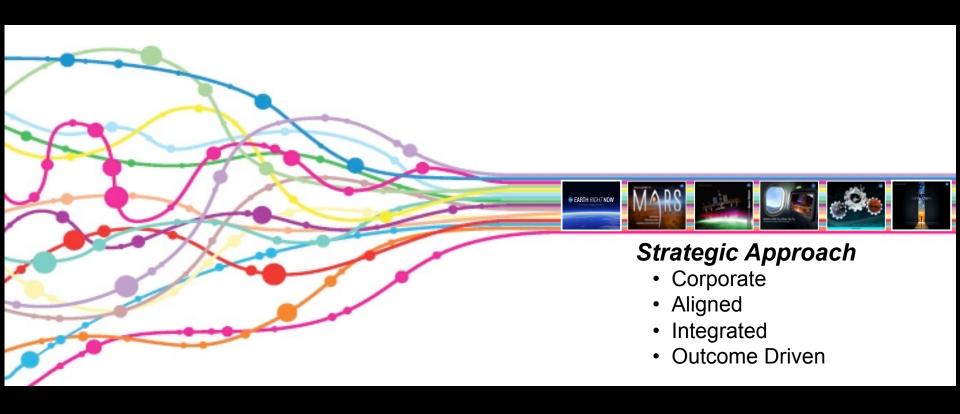


*To . . .* 





### Changing Our Operational Model and Fostering Integration



#### **NASA Communications Priorities**





**Earth Right Now.** 

Your planet is changing.
We're on it.
#EarthRightNow



Technology.

Technology drives exploration. #321TechOff



ISS.

Off the Earth, for the Earth. #ISS



Aeronautics.

NASA is with you when you fly. #FlyNASA



Mars.

Join us on the journey. #JourneytoMars



Solar System and Beyond.

NASA: We're Out There.

#NASABeyond

#### Changing Our Operational Model and Fostering Integration







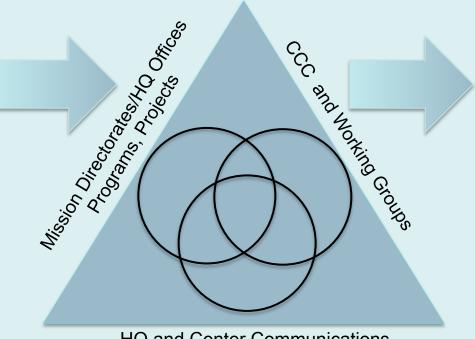






Strategic – Integrated – Aligned – Outcome Driven

Communications Priority Teams (Campaign Teams)



HQ and Center Communications
Organizations

- Traditional Media
- Social Media
- Web and Multimedia
- NASATV
- Public Outreach
- Conferences & Events
- SpeakersBureau

Communications

- Exhibits/Artifacts
- Guest Operations

#### **HEOMD Communications Goals**



#### **HEOMD Communications Goal 1:**

Enhance public and Congressional recognition of the value of human space exploration and understanding of the capabilitiesdriven approach in our pursuit of sending humans to Mars.

#### **Strategies**

- Mobilize the NASA workforce to serve as knowledgeable and excited ambassadors.
- Articulate the challenges, risks, and benefits of human space exploration; communicating in terms meaningful to our stakeholders and always delivering a call to action.
- Leverage milestones and activities as proof points, citing the capabilities-driven approach, in our advancement towards reaching Mars with humans.
- Cultivate and maintain relationships with opinion leaders and influencers.
- 5. Partner with industry and academia to expand capabilities and broaden message dissemination.
- 6. Proactively collaborate with Public Affairs and the Office of Legislative and Intergovernmental Affairs to ensure they are fully equipped to achieve HEOMD communications goals.



#### **HEOMD Communications Goal 2:**

Enhance public awareness of the marvels associated with the International Space Station and its role in advancing human space exploration.

#### **Strategies**

- Incorporate the International Space Station (ISS) into the public's everyday consciousness.
- Articulate the benefits to humanity, world-class research opportunities, and the role the ISS plays as a proving ground in sending humans to Mars; communicate in terms meaningful to our stakeholders and always delivering a call to action.
- 3. Leverage milestones and activities as proof points, citing ISS as a proving ground, in our advancement towards sending humans to Mars.
- Cultivate and maintain relationships with opinion leaders and influencers.
- Partner with industry and academia to expand capabilities and broaden message dissemination.



#### ISS Benefits for Humanity Videos: In Their Own Words

- Changing Lives
- Eyes on the Tide
- Farming from Space
- Found At Sea
- In Plain Sight
- Station Inspiration
- The Sound of Life
- Water for the Worl

#### **HEOMD Communications Goals and Balance**

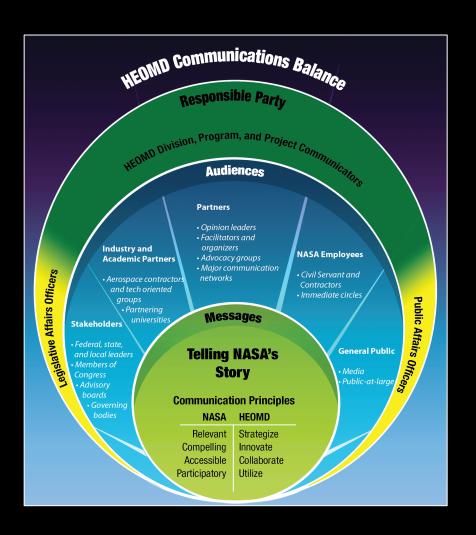


#### **HEOMD Communications Goal 3:**

Enhance public involvement and excitement about human space exploration missions through authentic experiences and opportunities to participate.

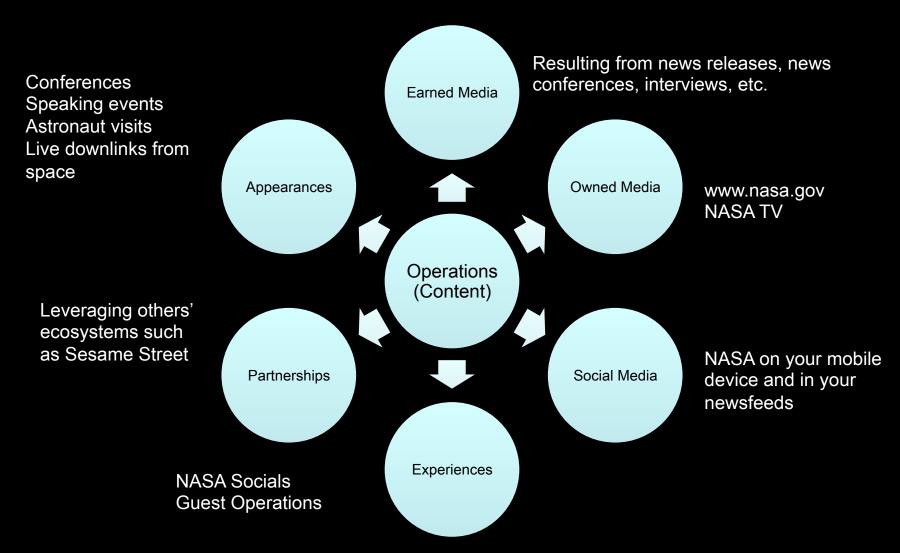
#### **Strategies**

- Identify and plan experiences and opportunities as early as possible in program and project planning.
- Maximize use of existing NASA partnerships and agreements for collaboration, competitions, and challenges.
- Partner, both internally and externally, to find innovative and cuttingedge solutions to providing experiences and participation opportunities.



# HEOMD Communication Strategy Aligns with the NASA Communications Ecosystem





Sharing the amazing work we do as widely as possible!

## Social Media/Media

"Inspiring Current and Future Generations"

## PewResearchCenter

of internet users within each group ı	
All internet users	74%
Men	72
Women	76
18-29	89 <sup>cd</sup>
30-49	82 <sup>cd</sup>
50-64	65 <sup>d</sup>
65+	49
High school grad or less	72
Some college	78
College+	73
Less than \$30,000/yr	79
\$30,000-\$49,999	73
\$50,000-\$74,999	70
\$75,000+	78

#### As of September 2014:

71% of online adults use Facebook 23% of online adults use Twitter 26% use Instagram 28% use Pinterest 28% use LinkedIn

## Social Media and Space Exploration





## **Big Picture AND Close Up Details**



#### Harness the power of the flagship agency accounts

- Carefully curate this and reach the largest number of social media followers
- Provide a well-rounded view of everything NASA has going on
- Shine light onto things that are unlikely to make news otherwise

#### Create a ecosystem of niche, singlepurpose accounts

- Curated by embedded account managers specializing on a particular mission, topic, or program
- Develop followings of users interested in a particular slice of the NASA pie
- Allow for experimentation and trying out new ideas

## NASA Social Media Accounts





# Accounts & Counting...















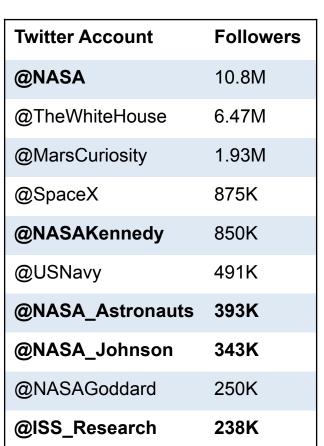












202K

174K

104K

@NASA\_Orion

@Space\_Station

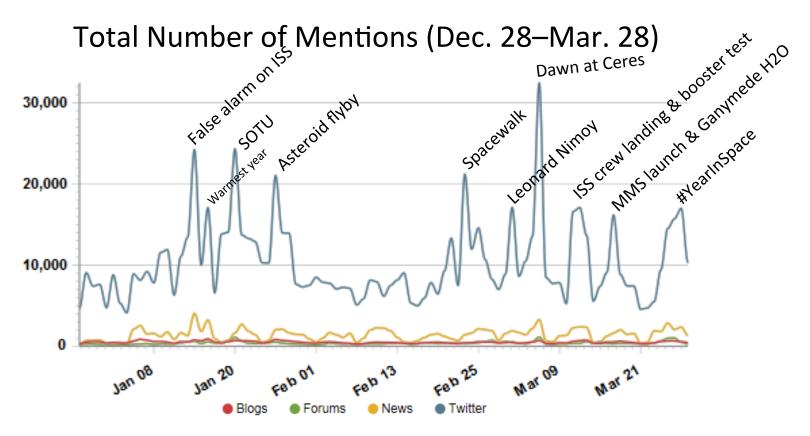
@NASA\_Marshall



Instagram Account	Followers
natgeo	23.8M
nasa	3.4M
Nasagoddard	843K
iss	595K
Usnavy	126K
nasajohnson	41.4K
Nasakennedy	21.8K
Nasa_marshall	17.9K

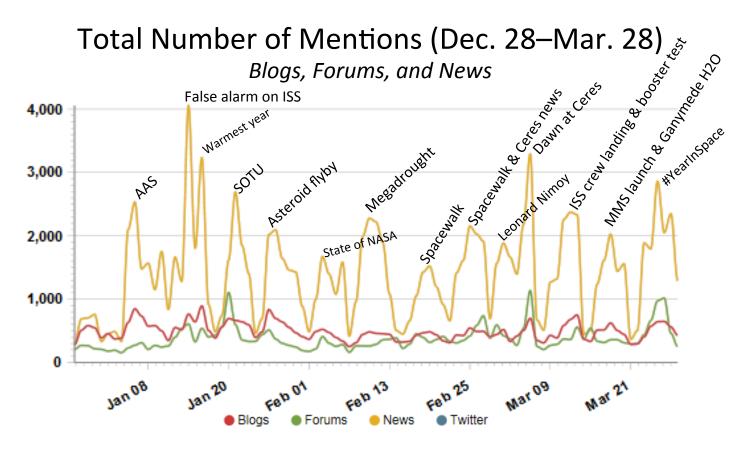
Facebook Account	Followers
NASA	11M
The White House	4M
U.S. Navy	2.1M
Air Force	2M
ISS Facebook	1.8M
Kennedy	1M
Curiosity	1M
SpaceX	878K
Goddard	785K
JSC	601K
Orion	369K
Marshall	81K

# NASA Office of Communications Media Metrics



- This chart shows the total number of mentions over time, broken down by media.
- Twitter consistently makes up the vast majority of NASA's traffic.

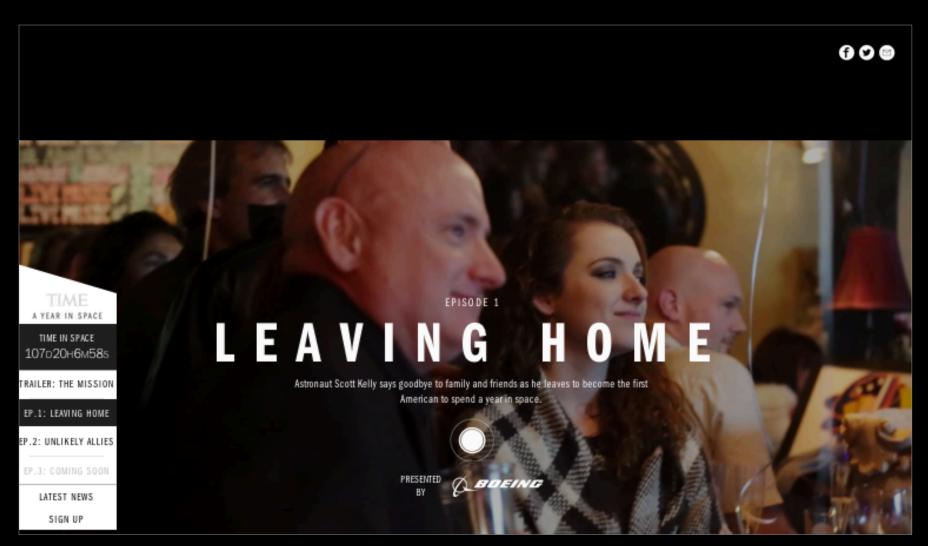
# NASA Office of Communications Media Metrics



- This chart shows the total number of mentions with Twitter data removed.
- On the week of Mar. 22, there were more mentions on forums than on blogs. This week's activity was mostly driven by a popular Reddit AMA (Ask Me Anything) post with NASA and university scientists discussing climate change and megadroughts.

### Time Coverage of Scott Kelly's Year In Space





<u>Time</u> released the first two episodes in its series about Scott Kelly.

## **Commercial Crew Astronaut Selection** (over 300 articles)





headed to space from U.S. soil in years

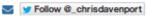








By Christian Davenport July 9 S Follow @\_chrisdavenport





Sunita Williams is one of four astronauts who will fly on a commercially owned and operated spacecraft, built by contractors, not NASA. They will launch to space from U.S. soil for the first time since the space shuttle was retired in 2011. (ReelNASA/YouTube)

Combined, they have spent more than a year in space, orbited the Earth hundreds of times and traveled tens of millions of miles. They are decorated military veterans, fighter jet and helicopter pilots turned NASA astronauts, who have all flown to the International Space Station.





# NASA COMMUNICATIONS Integration and Best Practices – Launch America





Overall Reach: 2.94 Billion
Facebook Reach: 4.6 million
To,000 Blog Views

"Biggest NASA News Event of the Year"
Twitter Engagement: 20,000
Top Two U. S. Gov Tweets
Top Two U. S. Gov Tweets
Top Two U. S. Stories

NASA TV Plays: 40,000





# "One giant leap for NASA – and U.S."

- Washington Post
- Story carried on every major broadcast network and publication framed with NASA messaging of returning flight of American astronauts to U.S. soil
- Biggest event of the year until Orion's test flight
- Nearly 4 million Twitter impressions
- Announcement 40% of NASA.gov web traffic for the week
- 40,000 concurrent NASA Television streams of the news conference
- Media Advisory had 300,000 page views, 2X any other announcement

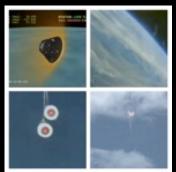
# NASA COMMUNICATIONS Integration and Best Practices – Orion Test Flight











"Orion: NASA's next giant leap."
- NBC News

- Succeeded in framing the flight and other Agency missions and projects in the broader "Journey to Mars" context
- 27,000 VIP guests
- 2,900+ media reports
- 157 newspaper front pages worldwide
- @NASA Twitter account reached 47 million people
- #Orion & #Journey To Mars top trending worldwide hashtags
- First NASA Social with every field center participating
- NASA Facebook page reached 13.5 million launch day
- 5 million visits to NASA.gov launch day, more than a typical week
- Six hours of live, NASA TV coverage



Space Launch System reached one million likes on Facebook!





# Integrated Exploration Systems Development Instagram Account – @exploreNASA – 90K+ new followers in less then six months!



















































# Public Engagement and Outreach

# INTERNATIONAL SPACE STATION Off the Earth, For the Earth





NASA HQ ISS video wall won 2015 APEX Top Gold Award for Exceptional Digital Signage of Interactive Technology in U.S. Business, Industry and Government. Times Square digital signage came in second for the Silver award.

## Conference, Large-Scale Events and Exhibits



#### **FY2015 CLEE Events**

#### FY2016 CLEE Events - TBD

Event	Location	Event Date
sxsw	Austin, TX	03/13-17/15
Earth Day Nat'l Mall – Union Station	Washington, DC	04/18 - 22/15
World Science Festival/Fleet Week	New York, NY	05/22-30/15
San Mateo Maker Faire	San Mateo, CA	05/16-17/15
Comic-Con	San Diego, CA	07/9-12/15
Essence Festival	New Orleans, LA	06/29 -07/06/15
World Maker Faire, NYC	New York, NY	09/26-27/15
Balloon Fiesta	Albuquerque, NM	10/2-10/15
Bay Area Science Festival	San Francisco, CA	10/24
CA Science Center Endeavour Fest	Los Angeles, CA	11/15 (TBC)

#### **Comic-Con Panel and Exhibit Booth**





Mashable Ann

Comic Con Panel

Social Sites

Social Networks

How to follow Mashable at San

Diego Comic-Con 2015



f Share on Facebook

Mare on Twitter





IMAGE: DAVID BRO/CORBIS



It's that time of year again. As the summer heats up, thousands of people, from celebrities and cosplayers to exhibitors and fans, make the trek to San Diego for four days of nerd heaven. Kicking off on Thursday, July 9, the event brings people of all walks of life together to celebrate the world of entertainment and much more.

(Mashable article)



Victor Glover



I only cried a little. #STEM gets me all choked up. Thanks Stephanie, you guys were awesome! #SDCC #weareingoodhands twitter.com/stephist/statu...

2:04 PM - 10 Jul 2015

## **EFT-1 Boarding Pass**













## **EFT-1 Sesame Street Partnership**







Scott Kelly
@StationCDRKelly





.@NASA\_Orion @Astro\_Ricky from up here, I can tell you how to get to @SesameStreet.

#### **Destination Station**



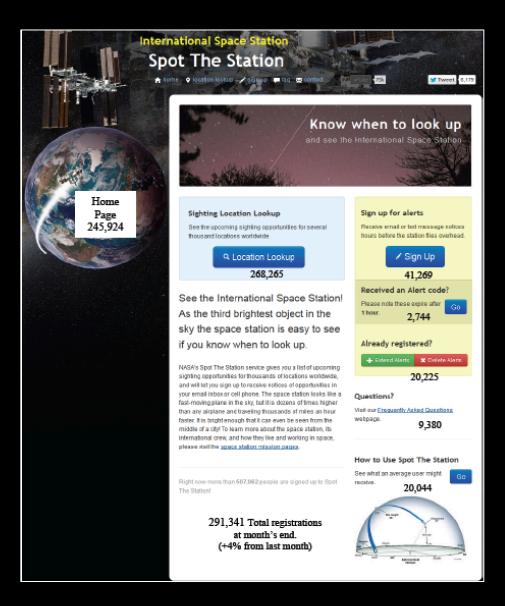
#### FY15 Destination Station stops:

- Bay Area, Feb 12-20 (meetings with Disney, GoogleX, AAAS Family Science Days, Kaiser Permanente, Stanford, Children's Creativity Museum)
- World Science Festival & NYC, May 30-31& June 2-6 (WSF CLEE, BASF, Silicon Alley, Merck, NYC City Hall, Yankees, Macy's Herald Square)
- Philadelphia & Bio International, June 16-20 (BIO International is world's largest biotechnology gathering, The Franklin Institute, Phillies' Citizens Bank Park, Macy's)
- ISS R&D & Boston, July 7-10 (ISS R&D Conference, New England Aquarium, Northeastern University, Museum of Science)



#### **Spot The Station**





#### **ISS-STS Alert Registrations**

Top 10 Countries (of 150)	Registrants	Te
1. United States	158,434	1
2. United Kingdom	44,963	2
3. Canada	11,817	3
4. Australia	9,497	4
5. India	6,300	9
6. Brazil	6,286	6
7. Spain	3,342	7
8. Italy	3,146	8
9. Germany	2,893	9
10. Ireland	2,206	1

#### Top 10 Sightings Opportunity Pages by Visits

US ISS	-SO Pages	Visits	N
1.	US: Phoenix, AZ	3,366	1
2.	US: Houston, TX	3,195	2
3.	US: Seattle, WA	3,131	3
4.	US: Los Angeles, CA	2,349	4
5.	US: Cleveland, OH	2,198	5
6.	US: Portland, OR	2,153	6
7.	US: Grand Rapids, MI	2,104	7
8.	US: San Diego, CA	2,074	8
9.	US: Las Vegas, NV	1,918	9
10.	US: Minneapolis, MN	1,436	1

# **Strengthening Relationships with Museums and NASA Visitor Centers**



#### Goals

To increase the public's awareness of NASA's Journey to Mars and importance of the transportation systems (Ground Systems Development Office, Orion, and Space Launch System) in that journey.

To equip NASA Visitor Centers, museums, planetariums and science centers with relevant and up-to-date Journey to Mars content and resources.



- 600 + Museums, Science Centers and Planetariums
- Existing website of resources
- Listserv of 1100 individuals
- Excellent location to list existing and new ESD resources

## **Journey to Mars Museum Kit**





The Journey to Mars Museum Kit premiered at the Space Exploration Educator's Conference at Space Center Houston on February 6<sup>th</sup>.

Conducted a focus group with 18 informal educators and received feedback to improve kit.



#### **NASA Visitor Centers**



#### **NASA Visitor Centers**

- On going communication between NASA and the NASA Visitor Centers
- Face-to-Face Meetings



# **Education Outreach**

#### **Education EXPRESS**





On July 2, 2015 the Education EXPRESS message was sent to 20,933 EXPRESS subscribers, and shared with 37.4 thousand NASA Education Twitter followers and 10.9 million NASA Twitter followers. Through the use of social media, content from the EXPRESS message has the potential to be shared with approximately 10.96 million people.

The EXPRESS message is sent to our current subscribers, and posted to the NASA Blog page. Posting the *EXPRESS* message on the Blog page allows interested persons to sign up to receive the *EXPRESS* message via an RSS feed. After the message is posted, NASA Education, tweets that the Education *EXPRESS* message is available and provides the URL.

- NASA Education listserv sign up: <a href="http://www.nasa.gov/education/express">http://www.nasa.gov/education/express</a>
- NASA Twitter: <a href="http://twitter.com/nasa">http://twitter.com/nasa</a>
- NASA Education Twitter: <a href="https://twitter.com/nasaedu">https://twitter.com/nasaedu</a>
- NASA Blogs: <a href="https://blogs.nasa.gov">https://blogs.nasa.gov</a>
- NASA Education EXPRESS Blog: <a href="https://blogs.nasa.gov/educationexpress/">https://blogs.nasa.gov/educationexpress/</a>
- Current Opportunities for Educators: <a href="http://www.nasa.gov/audience/foreducators/current-opps-index.html">http://www.nasa.gov/audience/foreducators/current-opps-index.html</a>
- Current Opportunities for Students: <a href="http://www.nasa.gov/audience/forstudents/current-opps-index.html">http://www.nasa.gov/audience/forstudents/current-opps-index.html</a>

## **Education/Collaboration Opportunities**







Sky







# Student Programs and Projects

A-Z list of education opportunities that NASA offers throughout the year

#### Exploring Careers @ NASA

The modules on this page lead to steps you can take now that may help land the job you want at NASA.

#### NASA's One Stop Shopping Initiative Website

Apply for NASA internship, fellowship and scholarship opportunities through a single application.

#### Pathways Programs at NASA

These programs provide opportunities for students and recent graduates to be considered for federal employment.

## **Design Challenges**



# NASA Challenges Students to Design 3-D Space Containers



Calling all students! NASA needs your help to design containers that could be used in space. The 3-D Space Container Challenge is the second in series of Future Engineers Challenges where students in grades K-12 will create and submit a digital 3-D model of a container that they think astronauts could use in space.





Washington holds the space planter she designed as part of the Space Tools Challenge.

# **Informal Education**









## **Summer Web Chat**









#### **#WhySpaceMatters Photography Competition**



Audience: All Educators and Students

Next Deadline: Aug. 10, 2015

NASA and the United Nations Office for Outer Space Affairs, or UNOOSA, have launched a global photography competition to highlight how the vantage point of space helps us better understand our home planet, improve lives, and safeguard our future by aiding sustainable development on Earth.

To highlight the role of space-based science and technologies and their applications on Earth, NASA and UNOOSA are inviting the public to submit photos depicting why space matters to us all in our daily lives. To participate, post a picture and description on Instagram using the hashtag #whyspacematters and tagging @UNOOSA.

NASA astronaut Scott Kelly, who is three months into a one-year mission aboard the International Space Station, will announce the winning photo each month by posting it from his Instagram account <a href="mailto:occupationcolor: blue by the color: blue by the

For more information about the competition, visit <a href="http://www.unoosa.org/oosa/contests/whyspacematters/index.html">http://www.unoosa.org/oosa/contests/whyspacematters/index.html</a>.

For more information about the International Space Station and the One-Year Mission, visit <a href="http://www.nasa.gov/content/one-year-crew">http://www.nasa.gov/content/one-year-crew</a>.

# Future of Human Spaceflight Planetariums Shows

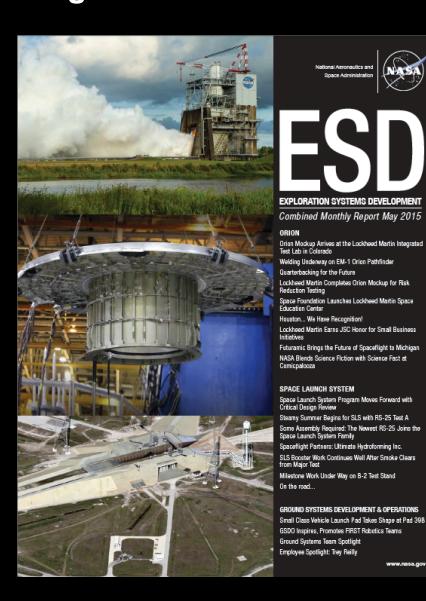


- As of May 1<sup>st</sup>, 30 planetarium requests were estimated as producing a minimum of 70,000 show viewers; 124 teacher lessons had been downloaded via nasa.gov; 764 teacher lessons had been downloaded at NIA workshops & events; 1,000,000 viewers had viewed the one-screen version on (1) nasa.gov, (2) the NASA HQ video wall, (3) YouTube, (4) the National Institute of Aerospace website, and at (5) conventions.
- Since May, seven more planetariums have requested it, so you could estimate about a third more of those statistics in each category.

# Internal Communications and Employee Motivation

#### **ESD Newsletter and Space Flight Awareness Program Activities**





#### SPACE FLIGHT AWARENESS **ACTIVITIES, VISITS, AND PRODUCTS**

#### **SFA Activities**

SFA activities include motivational visits and the development, display, and distribution of awareness

#### **SFA Visits**

SFA works to arrange executive and astronaut visits to help remotely located employees feel that they are part of the human spaceflight team, and to give them an opportunity to get to know those who will use the products they design and build.

#### SFA Products

SFA uses a variety of products to focus on key aspects of human spaceflight requirements and mission activities:

- · Printed products safety, quality, reliability, mission, astronauts, significant milestones
- Decals Space Shuttle and International Space
- · Lapel Pins vehicle, mission, milestones
- · Safety Day activities.



## **HEO Communications Strategy**





- Communicate as widely as possible
- Build communities of fans & followers
- Transform them into advocates, ambassadors, creators, & collaborators





# Connect With NASA

Download free NASA apps for your smartphone or tablet. Use the links below to find more ways to connect with NASA.

NASA Apps

**NASA Blogs** 

NASA e-Books

# Thank you. Questions?